



**Montgomery County, Maryland  
Office of Human Resources  
Training and Organizational Development**

# **Professional Development Programs**

*March 2014*

## **Career Assessment**

March 4, 2014  
9:00 a.m. - 12:00 p.m.  
UpCounty Regional Services Center, 3rd FL,  
Room 3F

## **Ergonomics and Back Safety**

March 4, 2014  
10:00 a.m. – 12:00 p.m.  
EOB 15<sup>th</sup> Floor Finance Conference room

## **ERS Applying for Retirement A,E,F, G, H**

March 5, 2014  
9:00 a.m. - 10:29 a.m.  
COB Auditorium, Lobby Level

## **Health Insurance Applying to Retire Class Retire on 5/1/2014**

March 5, 2014  
10:30 a.m. – 12:00 p.m.  
COB Auditorium, Lobby Level

## **The Challenging Customer**

March 6, 2014  
1:00 p.m. – 4:00 p.m.  
UpCounty Regional Services Center,  
Room 2

## **Cultural Competency in the Workplace (Restricted to Managers/Supervisors)**

March 11, 2014  
1:00 a.m. – 2:15 p.m.  
Rockville Library, 1st Floor Conference Rm

**Training Registration:**

**OLM: Training Registration - Employees**

**OLM: Training Registration - Non-Employees**

**OHR Training Website: User Guides, Catalogs and More**



**Montgomery County, Maryland  
Office of Human Resources  
Training and Organizational Development**

# **Professional Development Programs**

*March 2014*

## **Employee Drug Free Workplace**

March 11, 2014  
9:30 a.m. - 11:00 a.m.  
Red Brick Court House, Room 105

## **Preventing Workplace Harassment REQUIRED FOR ALL EMPLOYEES**

March 11, 2014  
9:00 a.m. - 12:00 p.m.  
EOB Auditorium, Lobby Level

## **Time Management: Self-Management**

March 13, 2014  
9:00 a.m. - 4:00 p.m.  
UpCounty Regional Services Center,  
Room 2

## **ERS Retirement Planning- ERS Groups A,E,F, G, H**

March 19, 2014  
9:00 a.m. - 10:29 a.m.  
COB Auditorium, Lobby Level

### **Training Registration:**

**OLM: Training Registration - Employees**

**OLM: Training Registration - Non-Employees**

**OHR Training Website: User Guides, Catalogs and More**



**Montgomery County, Maryland**  
**Office of Human Resources**  
**Training and Organizational Development**  
***March/April 2014***

**Health Insurance Planning- ERS Groups  
A,E,F,G,H**

March 19, 2014  
10:30 a.m. – 12:00 p.m.  
COB Auditorium, Lobby Level

**Communicate Services Across Cultures**

March 20, 2014  
1:00 p.m. – 4:00 p.m.  
UpCounty Regional Services Center,  
Room 2

**FMLA: Overview for Management  
(Restricted to Managers and Supervisors)**

March 20, 2014  
8:00 a.m- 12:00 p.m.  
EOB Auditorium, Lobby Level

**Manage Conflicts In A Union Setting**

March 20, 2014  
1:00 p.m. – 4:00 p.m.  
EOB Auditorium, Lobby Level

**Communication Strategies: Say the Right  
Thing**

March 25, 2014  
8:00 a.m. – Noon.  
UpCounty Regional Services Center, 3rd  
FL, Room 3F

**Training Registration:**  
**OLM: Training Registration - Employees**  
**OLM: Training Registration - Non-Employees**  
**OHR Training Website: User Guides, Catalogs and More**



Montgomery County, Maryland  
Office of Human Resources  
Training and Organizational Development

# Professional Development Programs

*March 2014*

## Creative Problem Solving

March 26, 2014  
1:00 p.m. – 4:00 p.m.  
UpCounty Regional Services Center,  
Room 2

## Interpersonal Communications

March 27, 2014  
9:00 a.m. – 4:00 p.m.  
UpCounty Regional Services Center, Room 2

## Limited English Proficiency (LEP) REQUIRED FOR FRONT LINE STAFF

April 1, 2014  
1:00 p.m. – 4:00 pm  
EOB Auditorium, Lobby Level

## Project Management

April 1 and April 8, 2014 (2 days)  
9:00 a.m. – 4:00 p.m.  
UpCounty Regional Services Center,  
Room 2

## Performance Management: Basics (REQUIRED FOR MANAGERS AND SUPERVISORS)

April 3, 2014  
1:00 p.m. – 4:00 p.m.  
EOB Auditorium, Lobby Level

## Chemical Safety

April 8, 2014  
9:00 a.m. – 12:00 p.m.  
EOB 15<sup>th</sup> Floor Finance Conference Room

### Training Registration:

OLM: Training Registration - Employees

OLM: Training Registration - Non-Employees

OHR Training Website: User Guides, Catalogs and More



**Montgomery County, Maryland  
Office of Human Resources  
Training and Organizational Development**

# **Professional Development Programs**

***APRIL 2014***

**ERS Applying for Retirement A, E, F, G,  
H Retire 6/1/2014**

April 9, 2014  
9:00 a.m. - 10:29 a.m.  
COB Auditorium

**Health Insurance Applying to Retire  
Retire 6/1/2014**

April 9, 2014  
10:30 a.m. – 12:00 p.m.  
COB Auditorium

**Manage Time, Maximize Potential**

April 9, 2014  
10:00 a.m. – 12:00 p.m.  
UpCounty Regional Services Center, 3<sup>rd</sup>  
Floor Rm 3F

**Grant- Funded Contracting**

April 10, 2014  
10:00 a.m. – 12:00 p.m.  
EOB Auditorium, Lobby Level

**Interviewing and Selecting Employees**

April 10, 2014  
9:00 a.m. – 4:00 p.m.  
UpCounty Regional Services Center,  
Rm 2

**Payment Processing**

April 10, 2014  
1:00 p.m. – 3:00 p.m.  
EOB Auditorium, Lobby Level

**Training Registration:**

**OLM: Training Registration - Employees**

**OLM: Training Registration - Non-Employees**

**OHR Training Website: User Guides, Catalogs and More**



**Montgomery County, Maryland  
Office of Human Resources  
Training and Organizational Development**

# **Professional Development Programs**

***APRIL 2014***

## **Personalities and Communication in the Workplace**

April 10, 2014  
9:00 a.m. – 12:00 p.m.  
UpCounty Regional Services Center, 3<sup>rd</sup>  
Floor Rm 3F

## **Provide Services to Residents**

April 10, 2014  
1:00 p.m. – 4:00 p.m.  
UpCounty Regional Services Center, 3<sup>rd</sup> Floor  
Rm 3D

## **Fundamentals of Supervision**

April 15 and 22, 2014  
9:00 a.m. – 4:00 p.m.  
UpCounty Regional Services Center, Suite  
1100 Rm 2

## **Intro to Managing in a Union Setting**

April 15, 2014  
1:00 p.m. – 4:00 p.m.  
EOB Auditorium, Lobby Level

## **ERS Retirement Planning- ERS Groups A, E, F, G, H**

April 23 2014  
9:00 a.m. – 10:29 a.m.  
COB Auditorium

## **Health Insurance Planning for Retirement**

April 23, 2014  
10:30 a.m. – 12:00 a.m.  
COB Auditorium

### **Training Registration:**

**OLM: Training Registration - Employees**

**OLM: Training Registration - Non-Employees**

**OHR Training Website: User Guides, Catalogs and More**



**Montgomery County, Maryland  
Office of Human Resources  
Training and Organizational Development**

# **Professional Development Programs**

*April 2014*

**Don't Let it Happen to You: Workplace  
Violence (REQUIRED FOR MANAGERS  
AND SUPERVISORS)**

April 24, 2014  
1:00 p.m. – 4:00 p.m.  
UpCounty Regional Services Center, Suite  
1100 Rm. 2

**Accountability & Ethical Conduct**

April 29, 2014  
9:00 a.m. – 11:00 a.m.  
EOB Auditorium, Lobby Level

**OOOPS! I'm the Manager**

April 29, 2014  
9:00 a.m. – 4:00 p.m.  
UpCounty Regional Services Center, 3<sup>rd</sup>  
Floor Rm 3F

**Conversations on Race and Culture in the  
Workplace**

April 30, 2014  
9:00 a.m. – 4:00 p.m.  
UpCounty Regional Services Center, 3<sup>rd</sup> Floor  
Rm 3F

**Preventing Workplace Harassment**

April 30 2014  
9:00 a.m. – 12:00 p.m.  
EOB Auditorium, Lobby Level

**Training Registration:**  
**OLM: Training Registration - Employees**  
**OLM: Training Registration - Non-Employees**  
**OHR Training Website: User Guides, Catalogs and More**



**Montgomery County, Maryland  
Office of Human Resources  
Training and Organizational Development**

# **Professional Development Programs**

*May 2014*

## **Getting Organized**

May 1, 2014  
9:00 a.m. – 12:00 p.m.  
UpCounty Regional Services Center, 3<sup>rd</sup>  
Floor Rm 3F

## **Stress the Positive**

May 5, 2014  
9:00 a.m. – 12:00 p.m.  
UpCounty Regional Services Center, 3<sup>rd</sup> Floor  
Rm 3F

## **Overview of Contract Administration**

May 6, 2014  
9:00 a.m. – 1:00 p.m.  
EOB Auditorium, Lobby Level

## **Five A's of Success**

May 7, 2014  
9:00 a.m. – 4:00 p.m.  
UpCounty Regional Services Center, 3<sup>rd</sup> Floor  
Rm 3F

## **Health Insurance Applying to Retire Retire on 7/1/2014**

May 7, 2014  
10:30 a.m. – 12:30 p.m.  
COB Auditorium

## **Substance Abuse CDL : DOT Supervisor**

May 7, 2014  
9:30 a.m. – Noon  
Red Brick Courthouse Rm 105

### **Training Registration:**

**OLM: Training Registration - Employees**

**OLM: Training Registration - Non-Employees**

**OHR Training Website: User Guides, Catalogs and More**





**Montgomery County, Maryland  
Office of Human Resources  
Training and Organizational Development**

# **Professional Development Programs**

*May 2014*

**Communication Strategies: Say the Right Thing**

May 8, 2014  
8:00 a.m. – 12:00 p.m.  
UpCounty Regional Services Center, 3<sup>rd</sup>  
Floor Rm 3F

**FMLA: Overview for Management**

May 8, 2014  
9:30 a.m. – 12:30 p.m.  
EOB Auditorium

**Emergency Preparedness**

May 9, 2014  
12:30 p.m. – 2:30 p.m.  
EOB Auditorium

**Business Grammar**

May 13, 2014  
9:00 a.m. – 12:00 p.m.  
Red Brick Courthouse Rm 105

**Career Assessment**

May 14, 2014  
9:00 a.m. – 12:00 p.m.  
UpCounty Regional Services Center, 3<sup>rd</sup>  
Floor Rm 3F

**FMLA and ME  
(For all County Employees)**

May 14, 2014  
9:30 a.m. – 11:00 a.m.  
Red Brick Courthouse, Rm 105

**Training Registration:**

**OLM: Training Registration - Employees**

**OLM: Training Registration - Non-Employees**

**OHR Training Website: User Guides, Catalogs and More**



**Montgomery County, Maryland  
Office of Human Resources  
Training and Organizational Development**

# **Professional Development Programs**

*May 2014*

## **Substance Abuse CDL : Non DOT Supervisor**

May 14, 2014  
1:30 p.m. – 3:30 p.m.  
Red Brick Courthouse, Rm 105

## **Transition: Staff to Supervisor**

May 14, 2014  
1:00 p.m. – 4:00 p.m.  
UpCounty Regional Services Center, Suite  
1100 Rm 2

## **Personal Safety**

May 15, 2014  
12:00 p.m. – 1:30 p.m.  
UpCounty Regional Services Center, Suite  
1100 Rm 2

## **Preventing Workplace Harassment**

May 15, 2014  
9:00 a.m. – 12:00 p.m.  
EOB Auditorium

## **OOOPS! I'm the Manager**

May 19, 2014  
9:00 a.m. – 4:00 p.m.  
UpCounty Regional Services Center, 3<sup>rd</sup>  
Floor Rm 3F

## **Contract Drafting and Risk Management**

May 20, 2014  
9:00 a.m. – 3:00 p.m.  
EOB Auditorium

### **Training Registration:**

**OLM: Training Registration - Employees**

**OLM: Training Registration - Non-Employees**

**OHR Training Website: User Guides, Catalogs and More**



**Montgomery County, Maryland  
Office of Human Resources  
Training and Organizational Development**

# **Professional Development Programs**

*May 2014*

## **Interviewing and Selecting**

May 20, 2014  
9:00 a.m. – 4:00 p.m.  
UpCounty Regional Services Center, Suite  
1100 Rm 2

## **ERS Retirement Planning- ERS Groups A, E, F, G, H**

May 21, 2014  
9:00 a.m. – 10:29 a.m.  
COB Auditorium

## **Health Insurance Planning for Retirement**

May 21, 2014  
10:30 a.m. – 12:00 p.m.  
COB Auditorium,

## **Give and Receive Feedback**

May 22, 2014  
9:00 a.m. – 12:00 p.m.  
UpCounty Regional Services Center, 3<sup>rd</sup> Floor  
Rm 3F

## **Overview Contract Administration**

May 22, 2014  
12:30 p.m. – 4:30 p.m.  
EOB Auditorium

## **Writing for Business**

May 22, 2014  
9:00 a.m. – 12:00 p.m.  
Red Brick Courthouse Rm 105

### **Training Registration:**

**OLM: Training Registration - Employees**

**OLM: Training Registration - Non-Employees**

**OHR Training Website: User Guides, Catalogs and More**



**Montgomery County, Maryland  
Office of Human Resources  
Training and Organizational Development**

# **Professional Development Programs**

*May/June 2014*

## **Positive Communication: Managing Conflict**

May 22, 2014  
9:00 a.m. – 12:00 p.m.  
UpCounty Regional Services Center, 3<sup>rd</sup>  
Floor Rm 3F

## **Today's Diverse Workplace**

May 29, 2014  
9:00 a.m. – 12:00 p.m.  
UpCounty Regional Services Center, Suite  
1100 Rm 2

## **Limited English Proficiency (LED)**

June 3 2014  
1:00 p.m. – 4:00 p.m.  
EOB Auditorium

## **ERS Applying for Retirement A,E, F, G, H Retire on 8/1/2014**

June 4, 2014  
9:00 a.m. – 10:29 a.m.  
COB Auditorium

## **Health Insurance Applying to Retire Retire on 8/1/2014**

June 4, 2014  
10:30 a.m. – 12:00 p.m.  
COB Auditorium

## **High Impact Resumes**

June 4, 2014  
10:00 a.m. – 12:00 p.m.  
UpCounty Regional Services Center, 3<sup>rd</sup> Floor  
Rm 3F

### **Training Registration:**

**OLM: Training Registration - Employees**

**OLM: Training Registration - Non-Employees**

**OHR Training Website: User Guides, Catalogs and More**



**Montgomery County, Maryland  
Office of Human Resources  
Training and Organizational Development**

# **Professional Development Programs**

***June 2014***

## **Interview for Success**

June 4, 2014  
1:00 p.m. – 3:00 p.m.  
UpCounty Regional Services Center, 3<sup>rd</sup>  
Floor Rm 3F

## **Manage Conflict in a Union Setting**

June 5, 2014  
1:00 p.m. – 4:00 p.m.  
EOB Auditorium, Lobby Level

## **Contract Compliance Programs**

June 10, 2014  
2:00 p.m. – 4:00 p.m.  
EOB Auditorium, Lobby Level

## **Employee Drug Free Workplace**

June 10, 2014  
9:30 a.m. – 11:00 a.m.  
Red Brick Courthouse, Rm 105

## **Interviewing and Selecting Employees**

June 10, 2014  
9:00 a.m. – 4:00 p.m.  
UpCounty Regional Services Center, Suite  
1100 Rm 2

## **Preventing Workplace Harassment**

June 12, 2014  
9:00 a.m. – 12:00 p.m.  
EOB Auditorium, Lobby Level

### **Training Registration:**

**OLM: Training Registration - Employees**

**OLM: Training Registration - Non-Employees**

**OHR Training Website: User Guides, Catalogs and More**



Montgomery County, Maryland  
Office of Human Resources  
Training and Organizational Development  
**Professional Development Programs**

*June/July 2014*

**ERS Retirement Planning\_ ERS Groups  
A,E,F,G,H**

June 18, 2014  
9:00 a.m. – 10:29 a.m.  
COB Auditorium

**Health Insurance Planning for Retirement**

June 18, 2014  
10:30 a.m. – 12:00 p.m.  
COB Auditorium

**Performance Management: Basics**

June 19, 2014  
1:00 p.m. – 4:00 p.m.  
COB Auditorium

**EEO Diversity Management**

July 10, 2014  
9:00 a.m. – 12:00 p.m.  
EOB Lobby Auditorium

**Training Registration:**

**OLM: Training Registration - Employees**

**OLM: Training Registration - Non-Employees**

**OHR Training Website: User Guides, Catalogs and More**